

REMARKS

Claims 1-3, 10-12, and 14-16 are pending in the present application. Reconsideration of the claims is respectfully requested.

I. 35 U.S.C. § 102, Anticipation

The Office Action rejects claims 1-3, 10-12, and 14-16 under 35 U.S.C. § 102 as being anticipated by Jawahar et al. (U.S. Patent No. 6,298,356). This rejection is respectfully traversed.

Jawahar teaches methods and apparatus for enabling dynamic resource collaboration. A collaboration session is established between a first client and a second client. In response to the first client issuing a request, including a uniform resource locator (URL), the response is received and cached in the session host. A second URL, pointing to the cached response, is sent to the second client.

Jawahar also teaches a Web server 66 that includes a filter 68. The filter modifies web pages, served by Web server 66. Filter service 68 may change Web page content, e.g., by adding JavaScript methods, to allow the coordination and exchange of information between customer and agent browser applications. *Jawahar* teaches that the purpose of filter service 68 is to ensure the customer and the agent view the same information. See *Jawahar*, col. 8, lines 20-39.

In contradistinction, the present invention provides a method for collaboration between a customer-side browser and an agent-side browser, wherein a response from a Web server may be edited in an information terminal support server in response to the response agrees with a predetermined condition. *Jawahar* does not teach or suggest determining whether an HTTP message sent from a Web server in response to a customer-side browser request agrees with a predetermined condition and editing contents of said HTTP message when said HTTP message agrees with said predetermined condition, as recited in claim 1.

The Office Action cites seemingly arbitrary, albeit lengthy, portions of *Jawahar*. The cited portions of *Jawahar* seem to teach a feature of editing the URL in a request from a customer so that the agent browser receives a cached page. This is not equivalent

to the presently claimed invention, which recites, "receiving, at the information terminal support server, an HTTP message sent from a Web server in response to a customer-side browser request," "editing contents of said HTTP message when said HTTP message agrees with said predetermined condition," and "sending said HTTP message in an edited form to the agent-side browser." Whether the HTTP message in *Jawahar* is cached or not, the agent receives the same content as the customer. This is in contrast to the presently claimed invention that sends the HTTP message to the customer in an **unedited** form and sends the HTTP message to the agent in an **edited** form.

Jawahar does teach an agent-side display that presents an HTTP message that is also presented on a customer-side browser. That is, the agent client receives a copy of the HTTP message that the customer is viewing on the customer client and presents this page at the agent client in frame 192 of display 190, see FIG. 6 of *Jawahar*. However, this display is generated at the agent client in *Jawahar*. See *Jawahar*, col. 13, lines 13-15. The HTTP message is received at the agent client in **unedited** form. Therefore, *Jawahar* fails to teach or fairly suggest "sending said HTTP message in an edited form to the agent-side browser," as recited in claim 1.

The Office Action argues at length that the agent computer in *Jawahar* includes multiple frames that display various information to an agent. Figure 6 illustrates an embodiment in which various windows (frames) are displayed to an agent using the agent's computer. Figure 6 is as follows:

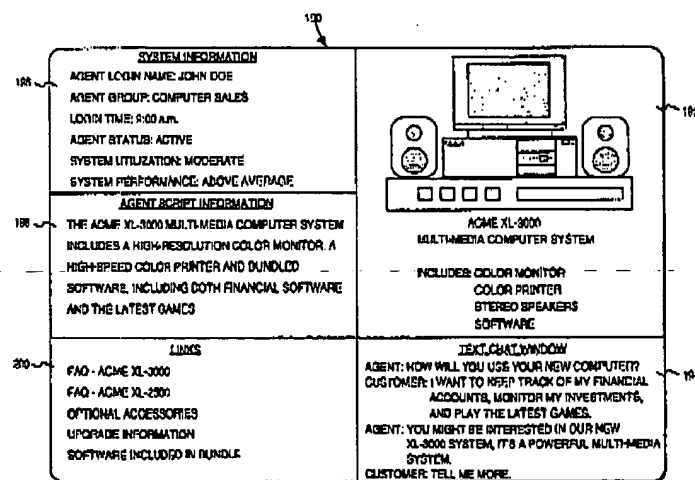


FIG. 6

As shown in this illustration, an agent's computer may display various frames including frame 192, which represents the Web page or other information currently being displayed to the customer. However, the information in frame 192 is presented in unedited form. That is, when a user selects a "help" button and an agent is identified, the selected agent's computer displays the unedited web page that was viewed by the user when the "help" button was selected. See *Jawahar*, col. 17, lines 58-67. The agent's computer of *Jawahar* then adds the unedited web page to frame 192 of display 190. Therefore, it is display 190 that is edited and not the web page that is viewed by the user. To use the analogy presented in the Office Action, if an author adds an unedited page to a book, is it the page that is being edited or is it the book that is being edited? Applicants submit that it is the book being edited and not the page itself, because the page is added in unedited form.

The Office Action argues that the entire screen of the agent's computer is an "edited" version of the Web site that is viewed by the customer, because additional frames are added. However, even assuming, *arguendo*, that this is a fair and reasonable interpretation of the reference with respect to the spirit and scope of the presently claimed invention, this feature of *Jawahar* still fails to teach or even suggest the instant claim limitations. More particularly, claim 1 recites receiving, at the information terminal support server, an HTTP message sent from a Web server in response to a customer-side browser request, editing contents of said HTTP message when said HTTP message agrees with said predetermined condition, and **sending** said HTTP message in an **edited form** to the agent-side browser. Clearly, even given the liberal interpretation presented in the Office Action, the agent computer receives the HTTP message in an **unedited form** and adds the unedited HTTP message to a frame of a larger Web page. Thus, even in *Jawahar*, the web site viewed by the customer is sent to the agent-side browser in **unedited form**.

The applied reference fails to teach each and every claim limitation; therefore, claim 1 is not anticipated by *Jawahar*. Independent claims 10 and 14 recite subject matter addressed above with respect to claim 1 and are allowable for the same reasons. Since claims 2, 3, 11, 12, 15, and 16 depend from claims 1, 10, and 14, the same distinctions between *Jawahar* and the invention recited in claims 1, 10, and 14 apply for

these claims. Additionally, claims 2, 3, 11, 12, 15, and 16 recite other additional combinations of features not suggested by the reference.

More particularly, with respect to claim 2, the Office Action cites seemingly arbitrary, albeit lengthy, portions of the reference. The cited portions do indeed teach a "synchronization service" and a "POST method." However, the Office Action proffers no analysis as to why this is somehow equivalent to carrying out editing to **insert a command for a client program loaded on the agent-side information terminal**, as recited in claims 2, 11, and 15. The Final Office Action argues the same portions, which again teach a synchronization service. The relevance of these portions is still unclear, because the cited portions make no mention of a client program being loaded on the agent-side information terminal and, as stated above, *Jawahar* simply does not teach editing the HTTP message before sending the message to the agent-side browser. The applied reference fails to teach each and every claim limitation; therefore, claims 2, 11, and 15 are not anticipated by *Jawahar*.

With respect to claim 3, the Office Action again cites a seemingly arbitrary, albeit lengthy, portion of the reference. The cited portion does teach that the customer-client of *Jawahar* may communicate additional information that is **not** a URL to the server. The Final Office Action argues that *Jawahar* teaches "if a customer request includes information that is not or should not be readily available to the agent." However, the Final Office Action is still unclear as to how this is somehow equivalent to carrying out editing to insert a command for a client program loaded on the agent-side information terminal where the command is one of "form submit prohibition," "form alteration prohibition," "concealment of specific form," or "concealment of specific field," as recited in claims 3, 12, and 16. In fact, in such cases, i.e., if a customer request includes information that is not or should not be readily available to the agent, the agent computer accesses a cached web page, rather than a dynamically created version, to ensure that an unedited version is sent to the agent. See *Jawahar*, col. 19, lines 11-50. The cited portions make no mention of a client program being loaded on the agent-side information terminal. Thus, it follows that *Jawahar* does not teach the further limitations in claims 3, 12, and 16. The applied reference fails to teach each and every claim limitation; therefore, claims 3, 12, and 16 are not anticipated by *Jawahar*.

Therefore, Applicant respectfully requests withdrawal of the rejection of claims 1-3, 10-12, and 14-16 under 35 U.S.C. § 102.

Furthermore, *Jawahar* does not teach, suggest, or give any incentive to make the needed changes to reach the presently claimed invention. *Jawahar* actually teaches away from the presently claimed invention because it teaches that the customer and the agent view the same Web page with the same information, as opposed to sending an HTTP message to the customer in an unedited form and sending the HTTP message to the agent in an edited form, as in the presently claimed invention. Absent the Office Action pointing out some teaching or incentive to implement *Jawahar* to send an edited form of an HTTP message from a Web server to an agent browser, one of ordinary skill in the art would not be led to modify *Jawahar* to reach the present invention when the reference is examined as a whole. Absent some teaching, suggestion, or incentive to modify *Jawahar* in this manner, the presently claimed invention can be reached only through an improper use of hindsight using the applicants' disclosure as a template to make the necessary changes to reach the claimed invention.

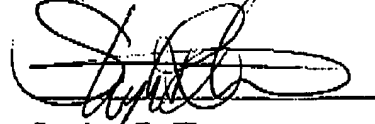
II. Conclusion

It is respectfully urged that the subject application is patentable over the prior art of record and is now in condition for allowance.

The Examiner is invited to call the undersigned at the below-listed telephone number if in the opinion of the Examiner such a telephone conference would expedite or aid the prosecution and examination of this application.

DATE: June 2, 2004

Respectfully submitted,



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